

MAINE

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Maine Consumers = 1,094



Fraud Complaints from Maine Consumers = 788

Top Fraud Complaint Categories for Maine Consumers

| Rank | Top Categories | Complaints | Percentage ¹ |
|------|--|------------|-------------------------|
| 1 | Internet Auctions | 188 | 24% |
| 2 | Internet Services and Computer Complaints | 103 | 13% |
| 3 | Advance-Fee Loans and Credit Protection/Repair | 90 | 11% |
| 4 | Shop-at-Home/Catalog Sales | 78 | 10% |
| 5 | Prizes/Sweepstakes and Lotteries | 69 | 9% |

¹Percentages are based on the total number of fraud complaints from Maine consumers (788).

Amount Paid Reported by Maine Consumers

| Total No. of Complaints | Total Amount Paid Reported | Total Complaints Reporting Amt Pd | Percentage of Complaints Reporting Amount Paid | Average Amount Paid ² |
|-------------------------|----------------------------|-----------------------------------|--|----------------------------------|
| 788 | \$520,617 | 655 | 83% | \$795 |

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Maine consumers (655).

Top Maine Consumer Locations for Fraud Complaints

| Consumer City | No. of Complaints |
|---------------|-------------------|
| Portland | 79 |
| Bangor | 28 |
| Liberty | 18 |
| Auburn | 17 |
| Augusta | 17 |



Identity Theft Complaints from Maine Victims = 306

Identity Theft Types Reported by Maine Victims

| Rank | Identity Theft Type | No. of Victims | Percentage ¹ |
|------|--|----------------|-------------------------|
| 1 | Credit Card Fraud | 147 | 48% |
| 2 | Bank Fraud | 59 | 19% |
| 3 | Phone or Utilities Fraud | 57 | 19% |
| 4 | Loan Fraud | 26 | 8% |
| 5 | Government Documents or Benefits Fraud | 20 | 7% |
| 6 | Employment-Related Fraud | 8 | 3% |
| | Other | 61 | 20% |
| | Attempted Identity Theft | 22 | 7% |

¹Percentages are based on the 306 victims reporting from Maine. Percentages add to more than 100 because approximately 24% of victims from Maine reported experiencing more than one type of identity theft.

Top Maine Identity Theft Victim Locations

| Victim City | No. of Victims |
|-------------|----------------|
| Portland | 30 |
| Auburn | 9 |
| Biddeford | 7 |
| Brunswick | 7 |
| Kennebunk | 7 |
| Windham | 7 |